

Thank you for your interest in the telephone role play pack.

This pack includes:

1 telephone role play sheet.

A pair of students need to fill this out as the caller and receiver of the call.

Telephone Role Play
Role Play - Caller

Name	Reason for calling	Outcome of call

Role Play - Receiver

Name	Reason for calling	Outcome of call

Sample dialogue:
 Mary: Hello, can I speak to Jenny please?
 Mother: I'll call her.
 Jenny: Hello.
 Mary: Hello Jenny, it's Mary speaking. How are you?
 Jenny: Hi Mary, I'm fine. Thank you and you?
 Mary: Good thank you. I am calling to find out if you would like to go see a movie with me?
 Jenny: I'm sorry, I can't today. I have to finish my English homework and then I need to go shopping with my mother.
 Mary: How about tomorrow?
 Jenny: Sure, tomorrow I meet all the movie the
 Mary: Yes. We can meet
 Mary: We have time to get!
 Jenny: Great! See you
 Mary: See you tomorrow

Telephone expressions for calling

Introducing yourself
 Good morning/afternoon/evening.
 This is... (name) from... (company).
 Hello, my name is...

Saying what you want
 I would like to speak to... please.
 May I please speak to...?

Stating the reason for your call
 I need some information regarding...
 I would like to...
 I'm calling to...

Leaving a message
 Could I leave him/her a message?
 Could you please tell him/her that...
 Please tell him/her to call me back on...

Telephone expressions for answering the phone

Introducing yourself
 Thank you for calling...
 How may I help you?
 Good day, you have reached...

Asking who is calling
 May I ask who is calling, please?
 Who shall I say is calling?

Taking messages
 Would you like to leave a message?
 Can I take a message?
 If you leave your name and number, I will ask him/her to call you back.

Putting someone on hold
 Please hold.
 Can you hold for a moment?

Special requests
 Could you please repeat that?
 Could you please speak a little slower?
 Would you mind speaking that for me?
 Could you speak up a little please?

Comments

12 role play cards.

telephone role play 1: You are Mary. You are phoning your best friend Jenny. Your mother gave you some money and you would like to find out if she would like to go shopping with you. You would like to go to the mall today. If she can't go, try to make plans with her for tomorrow.

telephone role play 2: You are Bob. You are phoning your friend Gary. You would like to know if he would like to go with you to the theme park tomorrow. Your parents are taking you, and they said that you can take a friend. You will be leaving at 9:00, so he needs to be at your house by 8:30.

telephone role play 3: You are Jessica. You are phoning your friend Kelly. You want to ask her if she would like to go swimming with you. If she can't, make plans to meet her in the morning so that you can walk to school together.

telephone role play 4: You are Kelvin. You are phoning your friend Benny. You need to find out if he has his notebook home with him. You need it to do your homework. If he has it, make plans to go and fetch it. If he does not have it, get him to check his bag again.

expressions chart.

8 business cards.

Happy Tails Hospital
 Doctor Frank Brown
 Tel. 555 6792 8017
 14 Main Road, Green Town.

Mike's Dentistry
 Dr. Chris Berry
 Tel. 555 9090 8966
 78 Hill Road, Oak Town.

Denville Medical Center
 Dr. Nam
 Tel. 555 1276 9086
 1 Lime Road, Kingston Town.

Best Music
 Fred Long
 Tel. 555 1133 7868
 92 Fairway, Peach Town.

8 appointment, reservations and take out role play cards.

telephone role play 1: You have a cough and a fever. It is an appointment to see your doctor.

telephone role play 2: You work as a receptionist at Happy Tails Animal Hospital. Your job is to answer the phone and make appointments for the veterinarian.

telephone role play 3: You work as a receptionist at Denville Medical Center. Your job is to answer the phone and make appointments for patients to see the doctor.

agree and disagree cards.

Agree and make plans.
 Disagree and make an excuse.

Practice - Making Appointments

Receptionist: Thank you for calling Denville Medical Center. How may I help you?
 Mary: Hello, this is John Green speaking. I would like to make a reservation for this evening.
 Receptionist: I'm afraid we are fully booked on an appointment for you for tomorrow?
 Mary: I'm afraid I have a fever and need to see the doctor.
 Receptionist: Let me speak to the Doctor. Please hold the line.
 Mary: Thank you.
 Receptionist: Hi, I spoke to the doctor you are seeing for your fever. Would 12:00 be a good time?
 Mary: Yes, that would be perfect, thank you.
 Receptionist: Great! Can I get your contact details?
 Mary: It is 021 084 68872.
 Receptionist: Thank you. Let me call you back.
 Mary: That is correct. Thank you.
 Receptionist: No problem. See you tomorrow.

Practice - Making reservations

Host: Thank you for calling Taco King Mexican Restaurant. How may I help you?
 John: Hello, this is John Green speaking. I would like to make a reservation for this evening.
 Host: What time would you like a reservation, Mr. Green?
 John: 6pm for 5 people.
 Host: Smoking or non-smoking section?
 John: Non-smoking, please.
 Host: Perfect. I have a table for 5 people, booked for 6pm tonight in the non-smoking section. Is that correct?
 John: Yes.
 Host: Great! We are looking forward to seeing you tonight. It's a good day.
 John: Thank you.

Practice - ordering takeout

Host: Thank you for calling Sizing Pizza Restaurant. How may I help you?
 Sam: Hello, I would like to order a pizza please.
 Host: Can I have your name and address please?
 Sam: I am Sam Smith, My address is 27 Main Street.
 Host: And your telephone number?
 Sam: 555 6794 5552.
 Host: Thank you. What would you like to order?
 Sam: Perfect. Let me confirm, I have an order for one large pepperoni pizza with extra cheese. No to be delivered to Sam Smith, 27 Main Street, is that correct?
 Host: Yes. How long will it take?
 Sam: It should take about 30 minutes.
 Host: Great! Thank you.
 Sam: Thank you for calling Sizing Pizza restaurant. Good-bye.
 Host: Bye.

practice sheets for making appointments, reservations and ordering takeout.